

ABSTRACT OF THE DISCLOSURE

A contact center system and method employing a plurality of agent workstations, and which includes a queuing component, capable of receiving contacts of different media-types, such as telephone calls, e-mails, facsimiles, web chat, voice over internet protocol, and so on, and maintaining the different media types contacts in a common queue while awaiting routing to the agent workstations. The system further comprises a routing component which routes the queued contacts to the agents based on criteria of the contacts, criteria of the agents, or both. A media changing component of the system is capable of changing a media-type of any of the media-type contacts to generate a changed media-type contact, while the queuing component is capable of entering the changed media-type contact in the common queue, and the routing component is capable of routing the queued changed media-type contact to at least one of the workstations. A contact handling component initiates an event at any of the workstations in response to the contact being routed to the workstation, so that an agent at the workstation can handle the contact as appropriate.

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